

Maura Montalvo

From: Ring Team <help@shop.ring.com>
Sent: Thursday, January 24, 2019 6:30 AM
To: Greg Vesta
Subject: A shipment from order 001-525017 is on the way



ORDER 001-525017

Your order is on the way

Your order is on the way to you. Track your shipment to see the delivery status.

View your order to register for text updates.

[View your order](#)

or Visit our store

Items in this shipment



Video Doorbell 2 × 1
Multi

If you have any questions, reply to this email or contact us at help@shop.ring.com

Maura Montalvo

From: Ring Team <help@shop.ring.com>
Sent: Tuesday, January 29, 2019 6:43 AM
To: Greg Vesta
Subject: A shipment from order 001-525017 is out for delivery



ORDER 001-525017

Your order is out for delivery

Your order is out for delivery. Track your shipment to see the delivery status.

Estimated delivery date: **January 28, 2019**

[Track my shipment](#)

or [Visit our store](#)

Items in this shipment



Video Doorbell 2 × 1
Multi

If you have any questions, reply to this email or contact us at help@shop.ring.com

Maura Montalvo

From: Craig Celia
Sent: Friday, February 01, 2019 12:23 AM
To: anthony.modestine@ring.com
Subject: Accepted: Updated invitation: Booked: Craig Celia ccelia@wooddale.com @ Mon Feb 4, 2019 9am - 11am (EST) (ccelia@wooddale.com)

Maura Montalvo

From: Ring Team <help@shop.ring.com>
Sent: Friday, February 01, 2019 3:15 PM
To: Greg Vesta
Subject: A shipment from order 001-525017 has been delivered



ORDER 001-525017

Your order has been delivered



Haven't received your package yet? Let us know

[View your order](#)

or [Visit our store](#)

Items in this shipment



Video Doorbell 2 × 1
Multi

If you have any questions, reply to this email or contact us at help@shop.ring.com

Maura Montalvo

From: Craig Celia
Sent: Wednesday, February 06, 2019 8:21 AM
To: anthony.modestine@ring.com
Subject: Accepted: Invitation: Wood Dale Portal Demo @ Wed Feb 6, 2019 2pm - 2:30pm (EST)
(ccelia@wooddale.com)

From: Ring Neighbors Portal Team <neighbors-portal@ring.com>
Sent: Tuesday, June 25, 2019 6:00 AM
To: Craig Celia
Subject: Boost Leads with Video Requests



Requesting videos from Ring device owners can provide many leads, but you can always use more to close a case. Extend your investigation to non-Ring device owners in the area by **creating a Post** on the Neighbors Portal after submitting a Video Request.

Soliciting information from all neighbors in the area of interest increases your chances of receiving actionable evidence to help solve more cases with one click.

Best Practices

1. When submitting a Video Request, also **create a Post** to extend your reach
2. In your Post, ask neighbors to **share videos** from any kind of security camera or smart device

3. Provide your **contact information** so neighbors can reach out directly

Go to Neighbors Portal

From: Ring Neighbors Portal Team <neighbors-portal@ring.com>
Sent: Tuesday, June 25, 2019 6:00 AM
To: Chris Banaszynski
Subject: Boost Leads with Video Requests



Requesting videos from Ring device owners can provide many leads, but you can always use more to close a case. Extend your investigation to non-Ring device owners in the area by **creating a Post** on the Neighbors Portal after submitting a Video Request.

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3. Provide your **contact information** so neighbors can reach out directly

[Go to Neighbors Portal](#)

From: Ring Neighbors Portal Team <neighbors-portal@ring.com>
Sent: Tuesday, June 25, 2019 6:00 AM
To: William Frese
Subject: Boost Leads with Video Requests



Requesting videos from Ring device owners can provide many leads, but you can always use more to close a case. Extend your investigation to non-Ring device owners in the area by **creating a Post** on the Neighbors Portal after submitting a Video Request.

Soliciting information from all neighbors in the area of interest increases your chances of receiving actionable evidence to help solve more cases with one click.

Best Practices

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2. In your Post, ask neighbors to **share videos** from any kind of security camera or smart device

3. Provide your **contact information** so neighbors can reach out directly

Go to Neighbors Portal

From: Ring Neighbors Portal Team <neighbors-portal@ring.com>
Sent: Tuesday, June 25, 2019 6:00 AM
To: Greg Vesta
Subject: Boost Leads with Video Requests



Requesting videos from Ring device owners can provide many leads, but you can always use more to close a case. Extend your investigation to non-Ring device owners in the area by **creating a Post** on the Neighbors Portal after submitting a Video Request.

Soliciting information from all neighbors in the area of interest increases your chances of receiving actionable evidence to help solve more cases with one click.

Best Practices

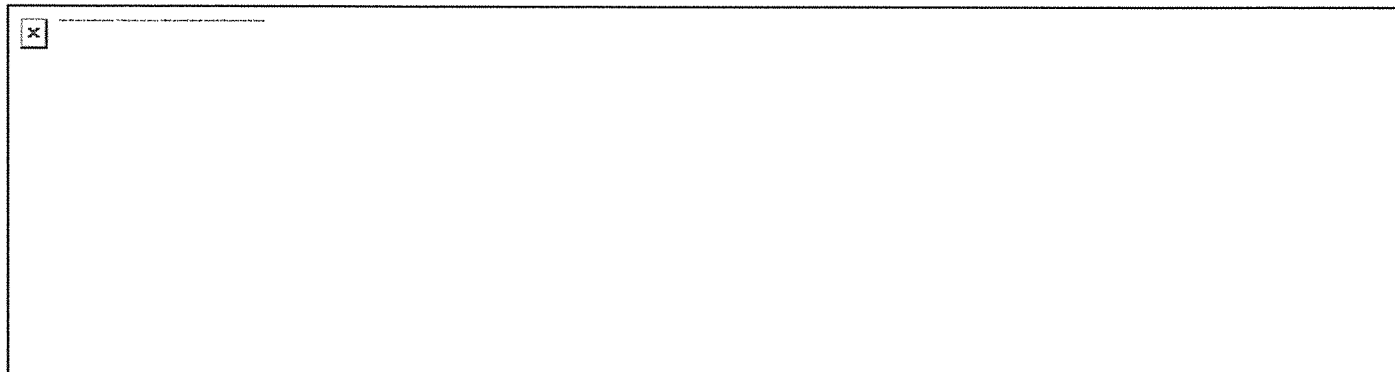
1. When submitting a Video Request, also **create a Post** to extend your reach
2. In your Post, ask neighbors to **share videos** from any kind of security camera or smart device

3. Provide your **contact information** so neighbors can reach out directly

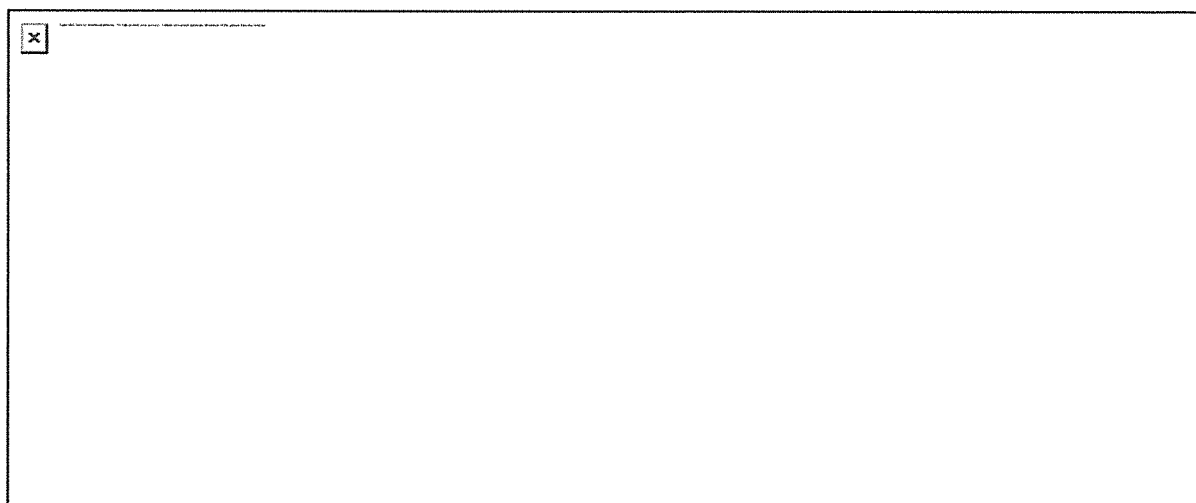
Go to Neighbors Portal

Maura Montalvo

From: Ring Team <events@ring.com>
Sent: Wednesday, October 09, 2019 7:29 AM
To: Chris Banaszynski
Subject: Don't Forget to RSVP to Ring's Party at IACP



Shaquille O'Neal and Chief Inventor, Jamie Siminoff, are throwing
a party at the House of Blues Chicago and you're invited.



Join us as we celebrate the efforts of our **Neighbors Portal** partners in

keeping neighborhoods safer. Enjoy an open bar, food, live music,
and a special recognition ceremony.



Event Details

Sunday, October 27, 2019

House of Blues Chicago 329 N Dearborn Street, Chicago, IL 60654

Doors open at 8:00 PM

Recognition ceremony begins at 9:00 PM

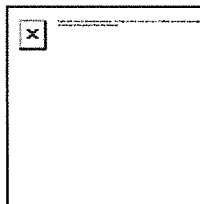
Followed by live music by Howl2Go

This party is invitation only and an RSVP is required for entry.

Please be sure to register your guests as well.

All attendees must bring their conference badge for entry.

Firearms are strictly prohibited by the venue.



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Ring

Our mailing address is:

Ring

1523 26th St

Santa Monica, CA 90404-3507

[Add us to your address book](#)

Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe from this list](#).

Maura Montalvo

From: Ring Team <events@ring.com>
Sent: Tuesday, September 24, 2019 6:59 AM
To: Chris Banaszynski
Subject: Don't Forget to RSVP to Ring's Party at IACP



Shaquille O'Neal and Chief Inventor, Jamie Siminoff, are throwing a party at the House of Blues Chicago and you're invited.



Join us as we celebrate the efforts of our **Neighbors Portal** partners in

keeping neighborhoods safer. Enjoy an open bar, food, live music,
and a special recognition ceremony.

RSVP

Event Details

Sunday, October 27, 2019

House of Blues Chicago 329 N Dearborn Street, Chicago, IL 60654

Doors open at 8:00 PM

Recognition ceremony begins at 9:00 PM

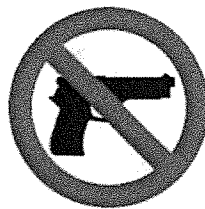
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You can [update your preferences](#) or [unsubscribe from this list](#).

Maura Montalvo

From: Ring Team <events@ring.com>
Sent: Tuesday, September 10, 2019 6:59 AM
To: Chris Banaszynski
Subject: Don't Forget to RSVP to Ring's Party at IACP



Shaquille O'Neal and Chief Inventor, Jamie Siminoff, are throwing a party at the House of Blues Chicago and you're invited.



Join us as we celebrate the efforts of our **Neighbors Portal** partners in

keeping neighborhoods safer. Enjoy an open bar, food, live music,
and a special recognition ceremony.

RSVP

Event Details

Sunday, October 27, 2019

House of Blues Chicago 329 N Dearborn Street, Chicago, IL 60654

Doors open at 8:00 PM

Recognition ceremony begins at 9:00 PM

Followed by live music by Howl2Go

This party is invitation only and an RSVP is required for entry.

Please be sure to register your guests as well.

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Santa Monica, CA 90404-3507

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You can [update your preferences](#) or [unsubscribe from this list](#).

Maura Montalvo

From: Ring Team <events@ring.com>
Sent: Wednesday, October 16, 2019 6:59 AM
To: Chris Banaszynski
Subject: Don't Forget to RSVP to Ring's Party at IACP



Shaquille O'Neal and Chief Inventor, Jamie Siminoff, are throwing a party at the House of Blues Chicago and you're invited.



Join us as we celebrate the efforts of our **Neighbors Portal** partners in

keeping neighborhoods safer. Enjoy an open bar, food, live music,
and a special recognition ceremony.

RSVP

Event Details

Sunday, October 27, 2019

House of Blues Chicago 329 N Dearborn Street, Chicago, IL 60654

Doors open at 8:00 PM

Recognition ceremony begins at 9:00 PM

Followed by live music by Howl2Go

This party is invitation only and an RSVP is required for entry.

Please be sure to register your guests as well.

All attendees must bring their conference badge for entry.

Firearms are strictly prohibited by the venue.



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You can [update your preferences](#) or [unsubscribe from this list](#).

Maura Montalvo

Subject: FW: Invitation: Wood Dale PD, IL- Portal Onboarding @ Wed Mar 20, 2019 9am - 10am (PDT) (ccelia@wooddale.com)
Location: <https://ring.zoom.us/j/118879924>
Start: Wed 3/20/2019 11:00 AM
End: Wed 3/20/2019 12:00 PM
Show Time As: Tentative
Recurrence: (none)
Meeting Status: Not yet responded
Organizer: barry.parker@ring.com

Maura Montalvo

Subject: FW: Ring Camera Webinar
Location: Pending

Start: Mon 2/4/2019 8:00 AM
End: Mon 2/4/2019 10:00 AM

Recurrence: (none)

Meeting Status: Accepted

Organizer: anthony.modestine@ring.com

-----Original Appointment-----

From: anthony.modestine@ring.com [mailto:anthony.modestine@ring.com]

Sent: None

To: anthony.modestine@ring.com; Craig Celia

Subject: Ring Camera Webinar

When: Monday, February 04, 2019 8:00 AM-10:00 AM (UTC-06:00) Central Time (US & Canada).

Where: Pending

Maura Montalvo

Subject: FW: Updated invitation: Booked: Craig Celia ccelia@wooddale.com @ Mon Feb 4, 2019 9am - 11am (EST) (ccelia@wooddale.com)

Start: Mon 2/4/2019 8:00 AM
End: Mon 2/4/2019 10:00 AM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: anthony.modestine@ring.com

-----Original Appointment-----

From: anthony.modestine@ring.com [mailto:anthony.modestine@ring.com]
Sent: Thursday, January 31, 2019 4:56 PM
To: anthony.modestine@ring.com
Cc: Craig Celia
Subject: Updated invitation: Booked: Craig Celia ccelia@wooddale.com @ Mon Feb 4, 2019 9am - 11am (EST) (ccelia@wooddale.com)
When: Monday, February 04, 2019 8:00 AM-10:00 AM (UTC-06:00) Central Time (US & Canada).
Where:

This event has been changed.

[more details »](#)

Booked: Craig Celia ccelia@wooddale.com

When

Mon Feb 4, 2019 9am – 11am Eastern Time - New York

Joining info

meet.google.com/vmi-qjon-miw

Or dial: +1 216-930-9443 PIN: 929129119#

Calendar

ccelia@wooddale.com

Who

- anthony.modestine@ring.com

- organizer

- ccelia@wooddale.com

- optional

Changed:

Description: Please join this call through your computer for a webinar presentation with the attached link below.

Join Zoom Meeting

<https://ring.zoom.us/j/7551771918>

Dial by your location

+1 646 876 9923 US (New York)

+1 669 900 6833 US (San Jose)

+1 855 880 1246 US Toll-free

+1 877 853 5257 US Toll-free

Meeting ID: 755 177 1918

Find your local number: <https://zoom.us/u/acyJwLV2yp>

I recommend the department's PIO attend this webinar.

Please feel free to forward this invitation to anyone in the department who might benefit from a better understanding on how Ring works with Law Enforcement to reduce crime in communities.

Review of Ring Law Enforcement Portal, a free service for law enforcement that provides access to the Ring Neighbors platform comprised of device owners and app users.

Features/Benefits

Current Users (LE)

Process and Next Steps

Q & A

In advance of the meeting, attendees are encouraged to download the free "Neighbors by Ring" app (IOS & Android)

Booking made at 1/22/19 8:48 AM

Ref: BGWJ-SAEU-MXXP

State: IL

Title: Support Services Manager

First and Last Name: Craig Celia

Email: ccelia@wooddale.com

Phone number: +16307873820

Department Name: Wood Dale PD

YCBM link ref: b9bd14f7-7d6d-499a-b23e-8de3ea8a727f

Your attendance is optional.

Going (ccelia@wooddale.com)?

Yes -

Maybe -

No [more options »](#)

Invitation from [Google Calendar](#)

You are receiving this courtesy email at the account ccelia@wooddale.com because you are an attendee of this event.

To stop receiving future updates for this event, decline this event. Alternatively you can sign up for a Google account at <https://www.google.com/calendar/> and control your notification settings for your entire calendar.

Forwarding this invitation could allow any recipient to modify your RSVP response. [Learn More](#).



invite.ics

Maura Montalvo

From: Craig Celia
Sent: Thursday, October 11, 2018 9:06 AM
To: neighborhoods@ring.com
Subject: Law Enforcement Portal

Hello,

We are interested in joining Ring for their law enforcement portal and would like more information. I was told to email this address. Thank you!



Craig Celia
Manager of Support Services
Wood Dale Police Department
404 N Wood Dale Rd, Wood Dale, IL 60191
(630) 766-2060
(630) 766-3822 *fax*
[City Website](#) | [Police Department Website](#)

Maura Montalvo

From: Barry Parker <barry.parker@ring.com>
Sent: Wednesday, March 20, 2019 12:15 PM
To: Craig Celia
Subject: Neighbors Portal Accounts in IL

Hi Craig,

Below are list of current departments that are using the Neighbors Portal.

Roselle Police Department
Rolling Meadows Police Department
Auroa Police Department
Peroria Police Department
Naperville Police Department

Talk to you soon,
Barry Parker, Partner Success Associate



1523 26th St
Santa Monica, CA 90404
barry.parker@ring.com
855.688.7756. ext.46

LAPD Crime Study: [Ring Partners with LAPD to Reduce Crime in Wilshire Park](#)
Shark Tank: [Shark Tank's Biggest Company](#) (password: ring)
LA Times: [Ring modernized the doorbell, then went to war against crime](#)
USA Today: [Police say crime drops with video doorbell](#)

Maura Montalvo

From: Ring Neighbors Portal Team <neighbors-portal@ring.com>
Sent: Wednesday, July 31, 2019 6:59 AM
To: William Frese
Subject: Raise Awareness About Your Community Events

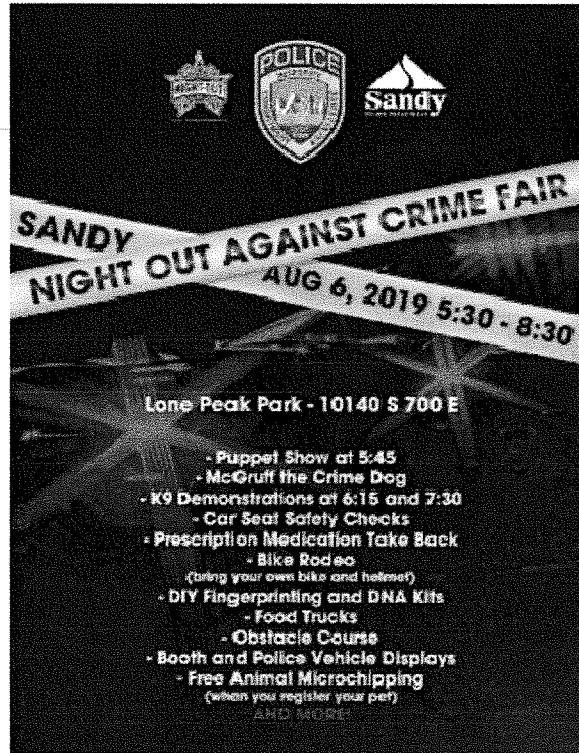


Tell Your Community About Your Events

Neighbors Portal is a great tool you can use to raise awareness about local crime and safety events, especially National Night Out (NNO) coming up on Tuesday, August 6th. Posting about local events can help drive resident attendance and increase engagement with your community.

Keep your Post simple and local by including the date, time and location of your event to target users within that specific area.

Post About Your National Night Out



Sandy Police Night Out Against Crime Fair

The Sandy City Police Department is hosting a Night Out Against Crime Fair on Tuesday, August 6th from 5:30-8:30 pm at Lone Peak Park (10140 S 700 E). We invite all residents to attend. It's going to be such a fun event with food, booths, events, displays, services, presentations and activities for all ages (children, teens, adults and the young at heart). See attached for more information. We hope to see you there!

11 comments · 3 views

Comments are automatically moderated and may not appear immediately. Please allow 24 hours for comments to be approved. Comments that are abusive, obscene, or contain hate speech will be removed.

16

Comment

Share

Load Comments

Sandy City Police Department - Post Example

Maura Montalvo

From: ccelia@wooddale.com
Sent: Wednesday, March 20, 2019 6:23 PM
To: Barry Parker
Subject: Re: Contact Number for Portal Onboarding

Barry,

We were looking forward to that seed program you mentioned during the initial talks.

So I just want to confirm, we were supposed to get a number of free cameras to give out to our residents (as we saw fit; a burglary victim, etc...) per so many neighbors portal signups but since that conversation the program has been discontinued? If that is the case, yes...please send us whatever program took its place.

Thank you.

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: Barry Parker <barry.parker@ring.com>
Date: 3/20/19 4:16 PM (GMT-06:00)
To: Craig Celia <ccelia@wooddale.com>
Subject: Re: Contact Number for Portal Onboarding

Maura Montalvo

From: ccelia@wooddale.com
Sent: Friday, March 08, 2019 12:25 AM
To: barry.parker@ring.com; morgan.culbertson@ring.com
Subject: Re: Invitation: Wood Dale PD, IL- Portal Onboarding @ Wed Mar 20, 2019 9am - 10am (PDT) (ccelia@wooddale.com)

I just want to verify, will this be 9am Central time?

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: barry.parker@ring.com
Date: 3/7/19 3:14 PM (GMT-06:00)
To: morgan.culbertson@ring.com, Craig Celia <ccelia@wooddale.com>
Subject: Invitation: Wood Dale PD, IL- Portal Onboarding @ Wed Mar 20, 2019 9am - 10am (PDT) (ccelia@wooddale.com)

Maura Montalvo

From: Craig Celia
Sent: Thursday, March 21, 2019 11:52 PM
To: Barry Parker
Subject: Re: Contact Number for Portal Onboarding

Barry,

Ok thanks.

I've been out on training today and will be on Friday. I'll be back on Monday. Offhand I do not know if any of our users had an opportunity to send an alert yet.

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: Barry Parker <barry.parker@ring.com>
Date: 3/21/19 5:32 PM (GMT-06:00)
To: Craig Celia <ccelia@wooddale.com>
Subject: Re: Contact Number for Portal Onboarding

Hi Craig,

I sent them to your attention and you should receive the devices on Friday 4/5/2019.

Have you or anyone from the Wood Dale Police Department had an opportunity to post an alert on the Neighbors feed in the Portal?

Barry Parker, Partner Success Associate



1523 26th St
Santa Monica, CA 90404
barry.parker@ring.com
855.688.7756. ext.46

LAPD Crime Study: [Ring Partners with LAPD to Reduce Crime in Wilshire Park](#)

Shark Tank: [Shark Tank's Biggest Company \(password: ring\)](#)

LA Times: [Ring modernized the doorbell, then went to war against crime](#)

USA Today: [Police say crime drops with video doorbell](#)

On Thu, Mar 21, 2019 at 8:52 AM Craig Celia <ccelia@wooddale.com> wrote:
Wow, thats great.

You can send them to my attention:

Craig Celia
C/O City of Wood Dale
404 North Wood Dale Road
Wood Dale, IL 60191

Residents who receive them will be very appreciative. Thank you.

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: Barry Parker <barry.parker@ring.com>
Date: 3/21/19 10:32 AM (GMT-06:00)
To: Craig Celia <ccelia@wooddale.com>
Subject: Re: Contact Number for Portal Onboarding

Hi Craig,

I just received approval to send you 5 seed units. What is the best address to send them to?

Thanks,
Barry Parker, Partner Success Associate



1523 26th St
Santa Monica, CA 90404
barry.parker@ring.com
855.688.7756. ext.46

LAPD Crime Study: [Ring Partners with LAPD to Reduce Crime in Wilshire Park](#)
Shark Tank: [Shark Tank's Biggest Company \(password: ring\)](#)
LA Times: [Ring modernized the doorbell, then went to war against crime](#)
USA Today: [Police say crime drops with video doorbell](#)

On Wed, Mar 20, 2019 at 4:22 PM Craig Celia <ccelia@wooddale.com> wrote:
Barry,

We were looking forward to that seed program you mentioned during the initial talks.

So I just want to confirm, we were supposed to get a number of free cameras to give out to our residents (as we saw fit; a burglary victim, etc...) per so many neighbors portal signups but since that conversation the program has been discontinued? If that is the case, yes...please send us whatever program took its place.

Thank you.

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: Barry Parker <barry.parker@ring.com>
Date: 3/20/19 4:16 PM (GMT-06:00)
To: Craig Celia <ccelia@wooddale.com>
Subject: Re: Contact Number for Portal Onboarding

Hi Craig,

Unfortunately, we have discounted the seed unit program for departments after there Portal onboarding. We now offer a variety of programs to meet the specific needs of law enforcement, local government, HOAs, community groups, and events. [Here](#) is a direct link to the Ring Community Partner Programs. Let me know if you are interested in any of these programs and I will you in contact with one of our Community Partnership Managers.

Barry Parker, Partner Success Associate



1523 26th St
Santa Monica, CA 90404
barry.parker@ring.com
855.688.7756. ext.46

LAPD Crime Study: Ring Partners with LAPD to Reduce Crime in Wilshire Park

Shark Tank: Shark Tank's Biggest Company (password: ring)

LA Times: Ring modernized the doorbell, then went to war against crime

USA Today: Police say crime drops with video doorbell

On Wed, Mar 20, 2019 at 12:06 PM Craig Celia <ccelia@wooddale.com> wrote:

Hey Barry,

At what point do we get the free cameras to give out to the public?



Craig Celia
Manager of Support Services
Wood Dale Police Department
404 N Wood Dale Rd, Wood Dale, IL 60191
(630) 766-2060

(630) 766-3822 fax
[City Website](#) | [Police Department Website](#)

From:
Barry
Parker

[mailto:barry.parker@ring.com]

Sent: Wednesday, March 20, 2019 11:58 AM

To: Craig Celia <ccelia@wooddale.com>

Subject: Re: Contact Number for Portal Onboarding

Hi Craig,

Thank you for joining Ring's training session of Neighbors Portal today. You should've received an email from no-reply@ring.com by now with subject line "You've been invited to join Ring Neighbors Portal". Follow the steps below to begin use Portal!

Create an Account

**Please use Chrome. Internet Explorer is not compatible.*

1. Check your inbox for an email from no-reply@ring.com
2. Click the Join Portal button

3. Follow the prompts to create your account
4. Bookmark <https://nw.ring.com/> for quick, easy access to Neighbors Portal

Next Steps

1. **Engage on Portal.** The more your community sees your posts, comments and video requests, the more effective Portal features become.
2. **Stay Informed.** Let us deliver the most important crime related posts directly to your inbox by joining an Alert Zone:
 1. Sign in→ click on the blue profile icon in the upper right corner→**My Profile**
 2. Click **Select Alert Zone**
 3. Choose an Alert Zone
3. **Anyone Can Use Neighbors.** Neighbors is a free app that anyone can download and use, whether they own a home surveillance system or not.

References

1. **User Guide** - Click [here](#) to view a user guide. It'll walk you through all the Neighbors Portal features and will always be available with the most up-to-date version.
2. **LE Guidelines** - Click [here](#) for our latest law enforcement guidelines on legal process for obtaining video evidence without consent.

Law Enforcement Discount on Ring Devices

Get **\$50 off*** (per device) on our doorbells, security cameras, and alarm system when you use discount code **NBWOODALE** on [Ring.com](#) and check out using your [Woodale.com](#) email address.

*Discount excludes the \$99 Video Doorbell Classic and is not applicable to bundles or accessories.

Barry Parker, Partner Success Associate



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Santa Monica, CA 90404

barry.parker@ring.com

855.688.7756. ext.46

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Shark Tank: Shark Tank's Biggest Company (password: ring)

LA Times: Ring modernized the doorbell, then went to war against crime

USA Today: Police say crime drops with video doorbell

On Wed, Mar 20, 2019 at 9:29 AM Craig Celia <ccelia@wooddale.com> wrote:

Barry,

People Attending the training today were:

Police Chief Greg Vesta

Deputy Chief Mike Rivas

Detective Chris Banaszynski

And myself.

Send me the login app info and I can set up the others.



Craig Celia
Manager of Support Services
Wood Dale Police Department
404 N Wood Dale Rd, Wood Dale, IL 60191
(630) 766-2060

(630) 766-3822 *fax*

From:
Craig Celia

Wednesday, March 20, 2019 6:56 AM

To: 'Barry Parker' <barry.parker@ring.com>

Subject: RE: Contact Number for Portal Onboarding

Thanks Barry, seems to work fine.



Craig Celia

Manager of Support Services

Wood Dale Police Department

404 N Wood Dale Rd, Wood Dale, IL 60191

(630) 766-2060

(630) 766-3822 *fax*

[City Website](#) | [Police Department Website](#)

From:
Barry
Parker

[<mailto:barry.parker@ring.com>]

Sent: Tuesday, March 19, 2019 6:12 PM

To: Craig Celia <ccelia@wooddale.com>

Subject: Contact Number for Portal Onboarding

Hi Craig,

I'm looking forward to onboarding to Wood Dale Police Department tomorrow. If you have any troubles using the Zoom link that is in the calendar invite you can contact me at 303-416-0307.

Talk to you soon,

Barry Parker, Partner Success Associate



1523 26th St

Santa Monica, CA 90404

barry.parker@ring.com

855.688.7756. ext.46

LAPD Crime Study: Ring Partners with LAPD to Reduce Crime in Wilshire Park

Shark Tank: Shark Tank's Biggest Company (password: ring)

LA Times: Ring modernized the doorbell, then went to war against crime

USA Today: Police say crime drops with video doorbell

Maura Montalvo

From: Craig Celia
Sent: Thursday, March 07, 2019 9:47 AM
To: Anthony Modestine
Cc: Michael Rivas
Subject: RE: Memo of Understanding

Anthony,

For now, let's keep Deputy Chief Mike Rivas (copied on this email) as the official "PIO". If we need our City side to put things out, we will have that done internally. Mike had sat in on the presentation when we went through that.



Craig Celia
Manager of Support Services
Wood Dale Police Department
404 N Wood Dale Rd, Wood Dale, IL 60191
(630) 766-2060
(630) 766-3822 *fax*
[City Website](#) | [Police Department Website](#)

From:
Anthony
Modestine

[mailto:anthony.modestine@ring.com]
Sent: Thursday, March 07, 2019 9:38 AM
To: Craig Celia <ccelia@wooddale.com>
Subject: Re: Memo of Understanding

Can you please provide me the PIOs contact information. I will loop them in with Morgan (Rings PR Coordinator) and will CC you on that email as well. I will be sending over Rings PR Packet to help the department put out the public announcement.

This would be a question that Morgan could help answer. When I make the introduction please feel free to ask her this question, I would rather not provide you any wrong information.



On Wed, Mar 6, 2019 at 2:25 PM Craig Celia <ccelia@wooddale.com> wrote:

Anthony,

Our PIO for the police department was in the presentation and we are caught up. Now there is another person I need to bring into the loop, mainly for disseminating any material to the general public via the City website/facebook and other City social media blasts. I am the person that will do this for the police department page, facebook and police social media accounts. Let me know how to proceed.

Thank you.



Craig Celia

Manager of Support Services
Wood Dale Police Department
404 N Wood Dale Rd, Wood Dale, IL 60191
(630) 766-2060

(630) 766-3822 *fax*
[City Website](#) | [Police Department Website](#)

From:
Anthony
Modestine

[mailto:anthony.modestine@ring.com]

Sent: Wednesday, March 06, 2019 11:49 AM

To: Craig Celia <ccelia@wooddale.com>

Subject: Re: Memo of Understanding

Thanks, Craig, sending this over to our legal team to sign and file. I will send you back a final copy as soon as we are ready to move onto our next steps!

Can you please re-inform me, I have in my notes that the PIO of Wood Dale PD joined my first meeting but I do not have a name. Can you please confirm that they have either seen this meeting or are fully caught up to speed with this partnership?

Thanks!



On Wed, Mar 6, 2019 at 6:43 AM Craig Celia <ccelia@wooddale.com> wrote:

Hey Anthony,

Please find the attached signed memo of understanding. Please let me know what is the next step!

Thank you.

Craig Celia

Manager of Support Services
Wood Dale Police Department
404 N Wood Dale Rd, Wood Dale, IL 60191



(630) 766-2060

(630) 766-3822 *fax*

[City Website](#) | [Police Department Website](#)

--

Anthony Modestine

Neighborhood's Account Manager



1200 Atwater Dr Ste 225

Malvern, PA 19355

Anthony.Modestine@ring.com

Reducing Crime in Newark NJ: [Newark Protect Project](#)

Shark Tank: [Shark Tank's Biggest Company](#) (password: ring)

LA Times: [Ring modernized the doorbell, then went to war against crime](#)

USA Today: [Police say crime drops with video doorbell](#)

--

Anthony Modestine

Neighborhood's Account Manager



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Malvern, PA 19355

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LA Times: Ring modernized the doorbell, then went to war against crime

USA Today: Police say crime drops with video doorbell

Maura Montalvo

Sent: Tuesday, July 09, 2019 1:47 PM
To: Barry Parker
Subject: RE: Neighbors Portal Follow Up

Hey Barry,

I know we spoke last week, but

From: Barry Parker [mailto:barry.parker@ring.com]
Sent: Thursday, June 27, 2019 3:35 PM
To: Chris Banaszynski <cbanaszynski@wooddale.com>
Subject: Re: Neighbors Portal Follow Up

Hey Detective,

It's fine! I have been swamped all day myself. Let schedule for next Tuesday at 9 AM PST. Does that work for you?

Best,
Barry

Barry Parker

Partner Success Associate
barry.parker@ring.com



1523 26th St.
Santa Monica, CA 90404
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

Questions about the Neighbors Portal? Visit the [Neighbors Portal Resource Center](#).

On Thu, Jun 27, 2019 at 1:27 PM Chris Banaszynski <cbanaszynski@wooddale.com> wrote:

The meeting went a bit longer than expected and I am off until Monday. Could I reschedule for next week Monday or Tuesday? Let me know if that works, again, sorry for all the changes.

Sent from my iPhone

On Jun 25, 2019, at 2:06 PM, Barry Parker <barry.parker@ring.com> wrote:

Hi Detective,

I'm flexible, send me an email after the meeting and we'll get something scheduled.

Thanks,

Barry Parker

Partner Success Associate

barry.parker@ring.com



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Santa Monica, CA 90404
www.ring.com



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On Tue, Jun 25, 2019 at 12:02 PM Chris Banaszynski <cbanaszynski@wooddale.com> wrote:

Actually, I was assigned another meeting this morning by my boss and it is at that time. It is also at another Department and I am not sure when it will end. Can I call you/email you after the meeting? Or if Friday works, I can try to make that happen. I am sorry for pushing it back.

From: Barry Parker [<mailto:barry.parker@ring.com>]

Sent: Tuesday, June 25, 2019 1:57 PM

To: Chris Banaszynski <cbanaszynski@wooddale.com>

Subject: Re: Neighbors Portal Follow Up

Hi Detective,

Does 8am PST work for you?

Barry Parker

Partner Success Associate
barry.parker@ring.com

ring

1523 26th St.
Santa Monica, CA 90404
www.ring.com



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On Tue, Jun 25, 2019 at 5:05 AM Chris Banaszynski <cbanaszynski@wooddale.com> wrote:

Definitely, Thursday morning would probably be better as I have meetings set up for Wednesday already. Just let me know a time that works for you. I start at 0700hrs.

Sent from my iPhone

On Jun 24, 2019, at 7:10 PM, Barry Parker <barry.parker@ring.com> wrote:

Hi Detective!

I hope you and the Wood Dale Police are doing well.

Are you available for a quick follow up call Wednesday afternoon or Thursday morning? I want to follow up with the Wood Dale Police department and discuss some new programs we have going on.

Best,

Barry Parker

Partner Success Associate
barry.parker@ring.com



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Santa Monica, CA 90404
www.ring.com



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Maura Montalvo

From: Chris Banaszynski
Sent: Thursday, October 17, 2019 10:53 AM
To: Barry Parker
Subject: Re: Neighbors Portal Follow-Up

Hey Barry, alls good here, I'm sorry for the delay, we are at a conference this week. We actually talked to Romit(?) looking to see when we can get access to other towns/areas for videos. He did a quick pres here. We have had some decent success/replies from residents so that is has been a great tool for us. We will definitely keep using it.

Sent from my iPhone

On Oct 14, 2019, at 6:21 PM, Barry Parker <barry.parker@ring.com> wrote:

Hi Det Banaszynski,

I hope you are doing well.

I wanted to follow up with you and the Wood Dale Police Department. Do you have any questions or concerns about the Neighbors Portal?

Thanks,
Barry

Barry Parker

Partner Success Associate
barry.parker@ring.com



1523 26th St.
Santa Monica, CA 90404
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

Questions about the Neighbors Portal? Visit the [Neighbors Portal Resource Center.](#)

Maura Montalvo

From: Barry Parker <barry.parker@ring.com>
Sent: Thursday, March 07, 2019 3:10 PM
To: Craig Celia
Subject: Re: Neighbors Portal Onboarding Times and Dates

Hi Craig,

Works for me and I will send you a calendar invite shortly. Please invite anyone from the Wood Dale Police Department that plans on engaging with the community on the Portal or will be requesting videos from Ring users.

Talk to you soon,

Barry Parker, Neighborhoods Account Manager



1523 26th St
Santa Monica, CA 90404

barry.parker@ring.com
855.688.7756. ext.46

LAPD Crime Study: [Ring Partners with LAPD to Reduce Crime in Wilshire Park](#)
Shark Tank: [Shark Tank's Biggest Company \(password: ring\)](#)
LA Times: [Ring modernized the doorbell, then went to war against crime](#)
USA Today: [Police say crime drops with video doorbell](#)

On Thu, Mar 7, 2019 at 12:02 PM Craig Celia <cclia@wooddale.com> wrote:

Hi Barry,

Since we are central time zone, two hours ahead of you, lets make it 3/20 at 9am (11am central time). Ill get our people together.



Craig Celia
Manager of Support Services
Wood Dale Police Department
404 N Wood Dale Rd, Wood Dale, IL 60191
(630) 766-2060

From:
Barry

(630) 766-3822 *fax*

Parker

[City Website](#) | [Police Department Website](#)

[mailto:barry.parker@ring.com]

Sent: Thursday, March 07, 2019 12:52 PM

To: Craig Celia <ccelia@wooddale.com>

Subject: Neighbors Portal Onboarding Times and Dates

Hi Craig,

I am looking forward to onboarding the Wood Dale Police Department and working together to help reduce crime in your community. I will be available for an hour-long webinar training Wednesday 3/20 at 9am or 11am or Thursday 3/21 at 8am Pacific Standard Time. Please let me know if those dates and times work for the Wood Dale Police Department and I will send you a calendar invite.

Talk to you soon,

Barry Parker, Neighborhoods Account Manager



1523 26th St

Santa Monica, CA 90404

barry.parker@ring.com

855.688.7756. ext.46

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USA Today: [Police say crime drops with video doorbell](#)

Maura Montalvo

From: Craig Celia
Sent: Wednesday, April 03, 2019 12:22 PM
To: Barry Parker
Subject: RE: Portal Follow Up and Seed Units

Will do!



Craig Celia
Manager of Support Services
Wood Dale Police Department
404 N Wood Dale Rd, Wood Dale, IL 60191
(630) 766-2060
(630) 766-3822 *fax*
[City Website](#) | [Police Department Website](#)

From:
Barry
Parker

[mailto:barry.parker@ring.com]

Sent: Wednesday, April 03, 2019 10:30 AM
To: Craig Celia <ccelia@wooddale.com>
Subject: Re: Portal Follow Up and Seed Units

Hi Craig,

Unfortunately, you will not be able to post about that program on the Portal. Let's plan on connecting in a week or two when you have more content in the Portal and see how things are going. In the meantime feel free to reach out if you have any questions or concerns.

Talk to you soon.

Barry Parker, Partner Success Associate



1523 26th St
Santa Monica, CA 90404
barry.parker@ring.com
855.688.7756. ext.46

LAPD Crime Study: [Ring Partners with LAPD to Reduce Crime in Wilshire Park](#)
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LA Times: [Ring modernized the doorbell. then went to war against crime](#)
USA Today: [Police say crime drops with video doorbell](#)

On Wed, Apr 3, 2019 at 5:41 AM Craig Celia <ccelia@wooddale.com> wrote:

Good Morning Barry,

Yes, we did receive the 5 seed units a couple of days ago. Thank you for following through with that. As far as using the portal for the first time, no. We have not yet had the opportunity to solicit the public for any type of rash burglaries or criminal activity from our Detective Division, however it is on their radar. They have been browsing through the neighbors app as well. It appears the last criminal posted was 21 days ago.

Let me ask, is it permissible to make a post on the Ring portal about our Surveillance Camera program at this link? <http://www.wooddale.com/city-departments/police/police-programs-and-services/surveillance-camera-program>



Craig Celia
Manager of Support Services
Wood Dale Police Department
404 N Wood Dale Rd, Wood Dale, IL 60191
(630) 766-2060

(630) 766-3822 *fax*
[City Website](#) | [Police Department Website](#)

From:
Barry
Parker

[mailto:barry.parker@ring.com]

Sent: Tuesday, April 02, 2019 5:49 PM

To: Craig Celia <ccelia@wooddale.com>

Subject: Portal Follow Up and Seed Units

Hi Craig,

I hope you are having a great week.

I wanted to follow up and see if you have received the seed units we sent to you?

Have you or the Woodale Police Department had time to utilize the Portal? If so, do you have any questions?

Thanks,

Barry Parker, Partner Success Associate



1523 26th St
Santa Monica, CA 90404

barry.parker@ring.com

855.688.7756. ext.46

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USA Today: [Police say crime drops with video doorbell](#)

Maura Montalvo

To: Barry Parker
Cc: Morgan Culbertson; Michael Rivas
Subject: RE: PR Intro + Materials - Wood Dale, IL PD Joins Neighbors

Barry and Morgan,

Thank you for the PR Packet for Ring.

I am copying Deputy Chief Mike Rivas, our official PIO for the agency. Keep in mind we have multiple roles within our agency when it comes to social media, our website, etc. I can be your initial point of contact and we can go from there



Craig Celia
Manager of Support Services
Wood Dale Police Department
404 N Wood Dale Rd, Wood Dale, IL 60191
(630) 766-2060
(630) 766-3822 *fax*
[City Website](#) | [Police Department Website](#)

From:
Barry
Parker

[mailto:barry.parker@ring.com]
Sent: Tuesday, March 12, 2019 3:49 PM
To: Craig Celia <ccelia@wooddale.com>
Cc: Morgan Culbertson <morgan.culbertson@ring.com>
Subject: PR Intro + Materials - Wood Dale, IL PD Joins Neighbors

Hi Craig,

Now that we have our Remote Onboarding set for March 20th, 9am PST, I wanted to introduce our PR Coordinator, Morgan Culbertson (cc'd) and send over our press packet of materials so we can begin to coordinate plans for the initial public announcement.

First announcement item to note is the In-App alert pushed out by Ring on the day of your Remote Onboarding. This alert serves a simple heads-up to existing users on the Neighbors app in your jurisdiction to let them know once your Department has joined the conversation (see sample alert below).



In addition to the In-App alert, Morgan will work with you to go over the press packet materials below and establish a target date to roll out a much broader public announcement to officially kick-off the partnership.

Press packet is available to view & download [here](#) and includes the following materials;

- **Press Release Template:** Ready for you to review and customize with a quote, suggested edits to content and to incorporate into official Department release format. Be sure to share your edits with Morgan for a quick final review prior to distribution.
- **Sample Social Media Posts & In-App Alert:** Sample content to share across your existing social media platforms in tandem with the press release and In-App alert pushed by Ring to all local Neighbors app users.

- **Talking Points & Reactive Q&A:** Internal docs to prepare Dept. spokespeople to speak about the Neighbors app and our partnership with confidence and respond to commonly asked questions we have come to expect from the press and public.
- **Neighbors App Logo & Imagery:** High-res versions of the Neighbors app logo and other contextual images approved for use in press releases, social media posts and other public communications moving forward.

Also, be sure to include your Dept's unique Neighbors App download link (aka attribution link) and simple text info below in all your Neighbors-related communications materials and outreach moving forward;

Attribution Link: download.ring.com/wooddale

Simple Text Info: Or, simply text 'WOODDALEIL' to '555-888' from your smartphone.

That's it for now! Let us know once you've had a chance to review and if you have any questions in the meantime.

Best,
Barry

Barry Parker, Neighborhoods Account Manager



1523 26th St
Santa Monica, CA 90404

barry.parker@ring.com
855.688.7756. ext.46

LAPD Crime Study: [Ring Partners with LAPD to Reduce Crime in Wilshire Park](#)

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LA Times: [Ring modernized the doorbell, then went to war against crime](#)

USA Today: [Police say crime drops with video doorbell](#)

Maura Montalvo

From: Ring Support <help@ring.com>
Sent: Wednesday, May 22, 2019 5:25 PM
To: Chris Banaszynski
Subject: Re: Ring - Address Verification Issues

Hello Chris,

My name is Matt, I'm a Neighbor Advocate here at Ring. I work on a Special OPS team that our CEO Jamie put together. It was brought to my attention by Barry Parker that you are having some problems with address verification in the Neighborhoods app.

I understand how it can be to invest time and effort into an app and not have it work properly and spend so much time working with our team.

I would like to start off by thanking you for your patience and time as I know it is valuable to you. I am committed to resolving this issue for you in a timely fashion. I understand that we may be in different time zones, so let's work on a good time for me to contact you so that we can tackle this issue together and create a resolution for you.

You can click on the link below to schedule a callback with me:
<https://matthewbriley.youcanbook.me/>

I am available Monday - Friday 9:30am - 6:00pm Mountain Time (Arizona).

I look forward to speaking with you soon and getting this resolved.

Have a great day!
Best,

Matthew B.
Neighbor Advocate
On Wed, May 22, 2019 10:07 PM, wrote:

Voice Message

Maura Montalvo

From: Ring Support <help@ring.com>
Sent: Thursday, June 06, 2019 12:54 PM
To: Chris Banaszynski
Subject: Re: Ring - Address Verification Issues

Hi Chris,

I hope all is well!

I haven't heard back, so I hope no news is good news.

I will begin the process of closing this ticket again.

If you need any other assistance please respond within 72 hours and I will follow up.

If nothing else is needed, no reply is necessary, and our ticket will close in 72 hours.

If you ever do need to reach back out or need assistance with anything, you can also reach us via phone at US +1(800) 656-1918 or INTL +1(310) 929-7085 or by emailing your question to help@ring.com.

Have a great day!

Best,

Matthew B.

Neighbor Advocate

On Mon, Jun 3, 2019 10:24 PM, help@ring.com wrote:

Hi Chris,

Matt again, Neighbor Advocate here at Ring.

I just wanted to follow up again and see if there was anything else I can assist with at this point?

Let me know if you have other questions/concerns, or if I have resolved all your concerns.

I will look forward to your response.

Have a great day!

On Wed, May 29, 2019 6:31 PM, help@ring.com wrote:

Hi Chris,

Thank you for reaching back out.

I see no issue with you using a nearby address. Ultimately you just want to monitor and help that area so I like the idea.

As for the changing limit. I do not have a way to reset that, and from what I gathered it appears

to be a limit per 30 day period.

So some options are obviously try again later possibly have to wait up to 30 days.

Or my suggestion is use the main Ring app under one profile/email. Then on the separate Neighborhoods app you could set up a different profile using a different email. Then it should be like a new profile and should allow you to use whatever address you prefer.

I hope this made sense.

Let me know if you need any assistance on this.

Have a great day!

On Wed, May 29, 2019 12:26 PM, cbanaszynski@wooddale.com wrote:

Sorry, If I want to change my address to the apartment complex across the street to kind of "fool" my device, is that ok? I have tried, but it states I have reached my limit of address changes. Is there anyway to reset that or have unlimited address changes? Thanks again!

On Tue, May 28, 2019 7:32 PM, help@ring.com wrote:

Hi Chris,

Thank you for responding along with your feedback.

I honestly thought same as you in regards to apartments, condos, businesses etc.

The good news is our developers stated they are working on a mobile experience for the police portal, so hopefully that will be out soon.

In the meantime thank you for your understanding.

At this point I will begin the process of closing this ticket. If you need any further assistance please respond to this thread within 72 hours and I will gladly follow up.

If nothing else is needed, no reply is necessary, and our ticket will close in 72 hours.

If you ever do need to reach back out or need assistance with anything, you can also reach us via phone at US +1(800) 656-1918 or INTL +1(310) 929-7085 or by emailing your question to help@ring.com.

Have a great day!

On Tue, May 28, 2019 2:08 PM, cbanaszynski@wooddale.com wrote:

Matt, it makes sense to a point. I am just surprised it recognized the address in that way. I thought it would be like an apartment complex. Plus, couldn't a business want to set it up so they could monitor near their business? Oh well, we will work through it and it will be all right. Thanks for your assistance.

Sent from my iPhone

On Mon, May 27, 2019 7:19 PM, help@ring.com wrote:

Hi Chris,

Matt again, Neighbor Advocate here at Ring.

I just wanted to follow up in regards to my last email.

Did that make sense?

Was there anything else I can assist with at this point?

Let me know if you have any other questions or concerns.

Have a great day!

On Fri, May 24, 2019 9:14 PM, help@ring.com wrote:

Hi Chris,

Thank you for the follow up.

Your ears must have been ringing because I was just about to reach out to you.

I did find out more info on this. Here is the response I got.

"Getting verified in the app is geared towards people who live in a house (which is why if the law enforcement officer is trying to get verified at any place other than their house they might not get verified)."

I went on to explain that you and several other officers are looking for a mobile option to more easily and efficiently respond to Neighborhood posts.

Response: *"They can log into the police portal on their mobile phone and post and view from there currently it's just not optimized for a mobile experience. But getting the mobile experience up and running is in the near future."*

Regretfully they could not offer an ETA, so I cannot quote any particular timeframe when the mobile experience will be ready.

I hope this all made sense.

Please let me know if you have any other questions or concerns.

I truly appreciate your time and effort working with me on this.

Have a safe and happy Memorial Day weekend!

On Fri, May 24, 2019 8:59 PM, cbanaszynski@wooddale.com wrote:

Matt. Just wanted to say thank for the help and to let you know that it still does not work. I am going to remove and retry the app, plus try another address and see if it works. I will let you know, if they do find a fix, please let me know.

Sent from my iPhone

On Thu, May 23, 2019 7:16 PM, help@ring.com wrote:

Hi Chris,

Thank you for booking that appointment and taking my call today.

As we discussed lets give this some time to see if it actually verifies or not.

If you could please respond back to this email thread later when you get a chance and let me know if the issue persists.

I am starting to relay this to our developers, but I am hoping by us removing that generic address that it may finally verify.

I will look forward to your response.

Even if our tricks today didn't work I will find some sort of resolution on this.

I appreciate you bringing this to our attention.

Have a great day!

On Thu, May 23, 2019 6:34 PM, wrote:

Voice Message

On Wed, May 22, 2019 10:25 PM, help@ring.com wrote:

Hello Chris,

My name is Matt, I'm a Neighbor Advocate here at Ring. I work on a Special OPS team that our CEO Jamie put together. It was brought to my attention by Barry Parker that you are having some problems with address verification in the Neighborhoods app.

I understand how it can be to invest time and effort into an app and not have it work properly and spend so much time working with our team.

I would like to start off by thanking you for your patience and time as I know it is valuable to you. I am committed to resolving this issue for you in a timely fashion. I understand that we may be in different time zones, so let's work on a good time for me to contact you so that we can tackle this issue together and create a resolution for you.

You can click on the link below to schedule a callback with me:

<https://matthewbriley.youcanbook.me/>

I am available Monday - Friday 9:30am - 6:00pm Mountain Time (Arizona).

I look forward to speaking with you soon and getting this resolved.

Have a great day!

On Wed, May 22, 2019 10:07 PM, wrote:

1. The first step is to identify the problem.
2. The second step is to define the problem.
3. The third step is to analyze the problem.
4. The fourth step is to develop a solution.
5. The fifth step is to implement the solution.
6. The sixth step is to evaluate the solution.

Voice Message

Maura Montalvo

From: Craig Celia
Sent: Thursday, March 07, 2019 2:12 PM
To: Anthony Modestine; Barry Parker
Subject: RE: Ring<>Wood Dale PD(IL) Onboarding

Guys,

I have identified the below individuals, who is responsible for what. Once I get the calendar invitation for 3/20 at 11AM (Pacific Time), I will invite the others.

Thank you.



Craig Celia
Manager of Support Services
Wood Dale Police Department
404 N Wood Dale Rd, Wood Dale, IL 60191
(630) 766-2060
(630) 766-3822 fax
[City Website](#) | [Police Department Website](#)

From:
Anthony
Modestine

[mailto:anthony.modestine@ring.com]

Sent: Thursday, March 07, 2019 12:38 PM

To: Craig Celia <ccelia@wooddale.com>; Michael Rivas <mrivas@wooddale.com>; Barry Parker <barry.parker@ring.com>

Subject: Ring<>Wood Dale PD(IL) Onboarding

Craig Great news! The MOU agreement is fully signed. Attached are the documents for your records.

I've copied your new Account Manager, Barry Parker. Next step would be to set up a 1 hour webinar with you and all the key stakeholders for your Portal Onboarding. The Portal Onboarding is train-the-trainer style so we only require the following people to join:

The folks we ask to be included on this call would be (we understand the same person may fill more than one role).

1. Partnership Coordinator - main champion for the Ring partnership

Name: Craig Celia

2. Press/Media Coordinator - typically the PIO who would work with Morgan from our team to coordinate the initial partnership announcement (which usually happens before or within a few days of the Onboarding itself) as well as ongoing PR moving forward (in this case Deputy Chief Mike Rivas) **DC Mike Rivas**

3. Social Media Coordinator - person(s) in the department who manages comments on Facebook, Twitter, NextDoor, etc (if different from #2)

Name: Craig Celia

4. Investigative Coordinator - your resident expert when the department wants to send a video request. This person will be trained on best practices for ensuring the maximum participation and sharing of video.

Name: Detective Chris Banaszynski

5. Community Relations Coordinator - person who oversees the team that interfaces with the community at events, HOA meetings, Neighborhood Watch meetings, etc.

Name: Craig Celia

Involvement by each of these groups is essential for active community participation (specifically on video requests) and overall long-term success of the partnership.

Lastly, please ensure you have access to a computer so we can screen share the Portal with you.

Barry, If you could please sync up with Craig who is the Manager of Support Services for the Wood Dale PD - IL and find a day and time that works best for both of your schedules that would be great.

It was a pleasure working with you Craig!

--

Anthony Modestine

Neighborhood's Account Manager



1200 Atwater Dr Ste 225
Malvern, PA 19355

Anthony.Modestine@ring.com

Reducing Crime in Newark NJ: [Newark Protect Project](#)

Shark Tank: [Shark Tank's Biggest Company](#) (password: ring)

LA Times: [Ring modernized the doorbell, then went to war against crime](#)

USA Today: [Police say crime drops with video doorbell](#)



Maura Montalvo

From: ccelia@wooddale.com
Sent: Monday, January 14, 2019 6:37 PM
To: Phillip Dienstag
Subject: Re: Ring for Law Enforcement Inquiry

Thank you.

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: Phillip Dienstag <pdienstag@ring.com>
Date: 1/14/19 4:05 PM (GMT-06:00)
To: Craig Celia <ccelia@wooddale.com>
Subject: Re: Ring for Law Enforcement Inquiry

Maura Montalvo

From: Craig Celia
Sent: Monday, January 14, 2019 6:37 PM
To: Phillip Dienstag
Subject: Re: Ring for Law Enforcement Inquiry

Thank you.

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

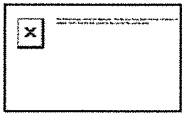
From: Phillip Dienstag <pdienstag@ring.com>
Date: 1/14/19 4:05 PM (GMT-06:00)
To: Craig Celia <ccelia@wooddale.com>
Subject: Re: Ring for Law Enforcement Inquiry

Craig, I hope you had an excellent weekend. I forwarded your information to my team members who will be reaching out momentarily.

Thank you for finding interest in Ring!

Best,

Phillip Dienstag



1523 26th St
Santa Monica, CA 90404
203-610-1178
phil@ring.com

LAPD Crime Study: [Ring Partners with LAPD to Reduce Crime in Wilshire Park](#)
Shark Tank: [Shark Tank's Biggest Company](#) (password: ring)
LA Times: [Ring modernized the doorbell, then went to war against crime](#)
USA Today: [Police say crime drops with video doorbell](#)

On Fri, Jan 11, 2019 at 5:35 AM Craig Celia <ccelia@wooddale.com> wrote:

Hello Phil,

I am the Support Services Manager for the Wood Dale IL Police Department.

I was given your contact information for the law enforcement portion for Ring. We would like more information to participate in this program. If it's easier, feel free to call me directly at 630.787.3820. Thank you!



Craig Celia

Manager of Support Services

Wood Dale Police Department

404 N Wood Dale Rd, Wood Dale, IL 60191

(630) 766-2060

(630) 766-3822 *fax*

[City Website](#) | [Police Department Website](#)

Maura Montalvo

From: Craig Celia
Sent: Wednesday, January 16, 2019 9:07 AM
To: Anthony Modestine
Subject: RE: Ring Introduction for Neighbors Portal

Thank you, I will let you know through the scheduler



Craig Celia
Manager of Support Services
Wood Dale Police Department
404 N Wood Dale Rd, Wood Dale, IL 60191
(630) 766-2060
(630) 766-3822 *fax*
[City Website](#) | [Police Department Website](#)

From:
Anthony
Modestine

[mailto:anthony.modestine@ring.com]
Sent: Wednesday, January 16, 2019 8:13 AM
To: Barry Parker <barry.parker@ring.com>
Cc: Craig Celia <ccelia@wooddale.com>
Subject: Re: Ring Introduction for Neighbors Portal

Hi Craig,

Its a pleasure to meet you. I would be happy to setup a webinar presentation with you about how the Neighbors Platform works in full. I do recommend the PIO of the department attend this meeting along with the head detective. I have added a link below which will take you to my available schedule, please choose a day and time that works best for everyone attending the meeting.

<https://modestine.youcanbook.me>

Thanks and I look forward to connecting with you.

On Tue, Jan 15, 2019 at 2:13 PM Barry Parker <barry.parker@ring.com> wrote:

Hi Craig,

It was great speaking with your earlier today about the Neighbors app and Neighbors Portal for law enforcement. Anothny Modestine who is cc'd on this email is going to be contacting you for the first steps in the process for being on-boarded to the Neighbors Portal.

Anthony- Craig Celia is the Manager of Support Services with the Wood Dale Police Department in Illinois. He owns multiple Ring devices and is familiar with the Neighbors app.

Best,
Barry Parker, Neighborhoods Account Manager



1523 26th St

Santa Monica, CA 90404

barry.parker@ring.com

LAPD Crime Study: [Ring Partners with LAPD to Reduce Crime in Wilshire Park](#)

Shark Tank: [Shark Tank's Biggest Company \(password: ring\)](#)

LA Times: [Ring modernized the doorbell, then went to war against crime](#)

USA Today: [Police say crime drops with video doorbell](#)

--

Anthony Modestine

Neighborhood's Training Manager



1200 Atwater Dr Ste 225

Malvern, PA 19355

Anthony.Modestine@ring.com

Reducing Crime in Newark NJ: [Newark Protect Project](#)

Shark Tank: [Shark Tank's Biggest Company \(password: ring\)](#)

LA Times: [Ring modernized the doorbell, then went to war against crime](#)

USA Today: [Police say crime drops with video doorbell](#)

Maura Montalvo

From: ccelia@wooddale.com
Sent: Thursday, March 21, 2019 10:52 AM
To: Barry Parker
Subject: Re: Contact Number for Portal Onboarding

Wow, thats great.

You can send them to my attention:

Craig Celia
C/O City of Wood Dale
404 North Wood Dale Road
Wood Dale, IL 60191

Residents who receive them will be very appreciative. Thank you.

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: Barry Parker <barry.parker@ring.com>
Date: 3/21/19 10:32 AM (GMT-06:00)
To: Craig Celia <ccelia@wooddale.com>
Subject: Re: Contact Number for Portal Onboarding

Maura Montalvo

From: ccelia@wooddale.com
Sent: Thursday, March 21, 2019 11:52 PM
To: Barry Parker
Subject: Re: Contact Number for Portal Onboarding

Barry,

Ok thanks.

I've been out on training today and will be on Friday. I'll be back on Monday. Offhand I do not know if any of our users had an opportunity to send an alert yet.

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: Barry Parker <barry.parker@ring.com>
Date: 3/21/19 5:32 PM (GMT-06:00)
To: Craig Celia <ccelia@wooddale.com>
Subject: Re: Contact Number for Portal Onboarding

Maura Montalvo

From: Craig Celia
Sent: Tuesday, January 15, 2019 9:39 AM
To: Barry Parker
Subject: RE: Ring Neighbors App and Portal for Law Enforcement

Hello Barry,

Yes, please reach me at 630.787.3820.

Thank you!



Craig Celia
Manager of Support Services
Wood Dale Police Department
404 N Wood Dale Rd, Wood Dale, IL 60191
(630) 766-2060
(630) 766-3822 *fax*
[City Website](#) | [Police Department Website](#)

From:
Barry
Parker

[mailto:barry.parker@ring.com]
Sent: Monday, January 14, 2019 4:36 PM
To: Craig Celia <ccelia@wooddale.com>
Subject: Ring Neighbors App and Portal for Law Enforcement

Hi Craig,

My name is Barry Parker and I am a Neighborhoods Account Manager with Ring. My colleague Phil Dienstag contacted me letting me know that you and your department are interested in the Neighbors app and Ring Neighbors Portal for law enforcement. I was wondering when would be a good time to call you and discuss how both the Neighbors app and Neighbors Portal can help build community engagement and reduce crime in your community. Let me know the best phone number to reach you and I will contact you shortly.

Talk to you soon.

Best,
Barry Parker, Neighborhoods Marketing Rep



1523 26th St
Santa Monica, CA 90404

barry.parker@ring.com

LAPD Crime Study: [Ring Partners with LAPD to Reduce Crime in Wilshire Park](#)
Shark Tank: [Shark Tank's Biggest Company \(password: ring\)](#)
LA Times: [Ring modernized the doorbell, then went to war against crime](#)
USA Today: [Police say crime drops with video doorbell](#)

Maura Montalvo

From: ccelia@wooddale.com
Sent: Thursday, April 11, 2019 3:40 PM
To: Barry Parker
Subject: Re: Trouble with Neighbors App

Great

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: Barry Parker <barry.parker@ring.com>
Date: 4/11/19 3:17 PM (GMT-06:00)
To: Craig Celia <ccelia@wooddale.com>
Subject: Re: Trouble with Neighbors App

Maura Montalvo

From: Craig Celia
Sent: Tuesday, April 16, 2019 12:50 PM
To: Barry Parker
Subject: RE: Trouble with Neighbors App

Maybe later in the week.



Craig Celia
Manager of Support Services
Wood Dale Police Department
404 N Wood Dale Rd, Wood Dale, IL 60191
(630) 766-2060
(630) 766-3822 *fax*
[City Website](#) | [Police Department Website](#)

From:
Barry
Parker

[mailto:barry.parker@ring.com]
Sent: Tuesday, April 16, 2019 11:26 AM
To: Craig Celia <ccelia@wooddale.com>
Subject: Re: Trouble with Neighbors App

Hi Craig,

That's great! Sorry, yesterday was hectic are you available for a call later this afternoon? If not, let's try later this week.

Barry Parker

Partner Success Associate
barry.parker@ring.com



1523 26th St.
Santa Monica, CA 90404
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Tue, Apr 16, 2019 at 5:22 AM Craig Celia <ccelia@wooddale.com> wrote:

Hi Barry,

I haven't heard from you yet but wanted to let you know our Detectives are using the technology to solicit videos from residents. See attached.



Craig Celia

Manager of Support Services

Wood Dale Police Department

404 N Wood Dale Rd, Wood Dale, IL 60191

(630) 766-2060

(630) 766-3822 *fax*

[City Website](#) | [Police Department Website](#)

From:

Barry

Parker

[mailto:barry.parker@ring.com]

Sent: Thursday, April 11, 2019 3:18 PM

To: Craig Celia <ccelia@wooddale.com>

Subject: Re: Trouble with Neighbors App

Great! I will make sure to call you.

Talk to you soon,

Barry Parker

Partner Success Associate

barry.parker@ring.com



1523 26th St.
Santa Monica, CA 90404
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Thu, Apr 11, 2019 at 11:16 AM Craig Celia <ccelia@wooddale.com> wrote:

Sure thing. I am here 7am-3pmCST



Craig Celia
Manager of Support Services
Wood Dale Police Department
404 N Wood Dale Rd, Wood Dale, IL 60191
(630) 766-2060

(630) 766-3822 *fax*
[City Website](#) | [Police Department Website](#)

From:
Barry
Parker

[mailto:barry.parker@ring.com]

Sent: Thursday, April 11, 2019 12:58 PM

To: Craig Celia <ccelia@wooddale.com>

Subject: Re: Trouble with Neighbors App

Hi Craig,

Will you be available for a quick follow up call this coming Monday 4/15? If so, let me know the best time and phone number to reach you.

Barry Parker

Partner Success Associate
barry.parker@ring.com



1523 26th St.
Santa Monica, CA 90404
www.ring.com



Download the Neighbors App.
Join the new neighborhood watch.

On Tue, Apr 9, 2019 at 11:41 AM Craig Celia <ccelia@wooddale.com> wrote:

Will do



Craig Celia
Manager of Support Services
Wood Dale Police Department
404 N Wood Dale Rd, Wood Dale, IL 60191
(630) 766-2060

(630) 766-3822 *fax*
[City Website](#) | [Police Department Website](#)

From:
Barry
Parker

[mailto:barry.parker@ring.com]

Sent: Tuesday, April 09, 2019 1:38 PM

To: Craig Celia <ccelia@wooddale.com>

Subject: Re: Trouble with Neighbors App

Absolutely! Tell him to call me ASAP 303-416-0307.

Barry Parker

Partner Success Associate
barry.parker@ring.com



1523 26th St.
Santa Monica, CA 90404
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Tue, Apr 9, 2019 at 11:34 AM Craig Celia <ccelia@wooddale.com> wrote:

Barry,

I would like to put you into contact with one of our officers who is having difficulty with the neighbors app, and his address. He has tried customer service multiple times and yet still not resolved. Can I give him your information?

Also, we used the portal twice and sought video successfully from a resident/user of Ring.



Craig Celia
Manager of Support Services
Wood Dale Police Department
404 N Wood Dale Rd, Wood Dale, IL 60191
(630) 766-2060

(630) 766-3822 *fax*
[City Website](#) | [Police Department Website](#)

Maura Montalvo

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Wednesday, February 06, 2019 3:32 PM
To: Craig Celia
Subject: Ring Press Release

Follow Up Flag: Follow up
Flag Status: Completed

Please let me know if you need any more examples!

<https://www.wbtw.com/news/grand-strand/myrtle-beach-horry-county-law-enforcement-partner-with-app-in-hopes-to-reduce-crime/1757520789>

<https://www.facebook.com/myrtlebeachpolice/posts/2581377478755173>

<https://www.facebook.com/horrycountypd/posts/2165206653545069>

--

Anthony Modestine
Neighborhood's Training Manager



1200 Atwater Dr Ste 225
Malvern, PA 19355

Anthony.Modestine@ring.com

Reducing Crime in Newark NJ: [Newark Protect Project](#)
Shark Tank: [Shark Tank's Biggest Company](#) (password: ring)
LA Times: [Ring modernized the doorbell, then went to war against crime](#)
USA Today: [Police say crime drops with video doorbell](#)

Maura Montalvo

From: Ring Neighbors Portal Team <neighbors-portal@ring.com>
Sent: Thursday, April 04, 2019 2:45 PM
To: Chris Zito
Subject: Success on Ring Neighbors Portal




Shortly after receiving over 50 video submissions through the **Neighbors Portal**, an arrest was made on a burglary suspect through the collaborative efforts of the **Rolling Meadows Police Department** and neighboring agencies.

Neighbor

Mar 14, 2019 12:14

stranger



Trespasser, police notified

March 14, 12:14pm. Guy drove up our driveway, knocked on door (separate camera), all while behaving suspiciously. We set off alarm and also called 911. Cops are investigating as there was some suspicious activity nearby. We were not expecting guests or deliveries.

19 comments · 14K views

21

Comment

Share

Load Comments

Last month, a resident's Ring device captured a person trespassing on his property. The homeowner immediately shared his video on the **Neighbors App** and contacted the Rolling Meadows Police Department. The Rolling Meadows Police Department saw it as a great opportunity to request additional recordings through the **Video Request** feature on the **Neighbors Portal**. One video recording in particular stood out which led to an arrest.

[Read the Full Story](#)

*Log in to Portal Required

First time logging in? Reply to this email for assistance.

Introduce us to your neighboring agencies. Send us your referrals by replying to this email or reach out to your Partner Success Manager directly.



Copyright © 2019 Ring LLC, All rights reserved.

Our mailing address is:

1523 26th Street

Santa Monica, CA 90404

Want to change how you receive these emails?

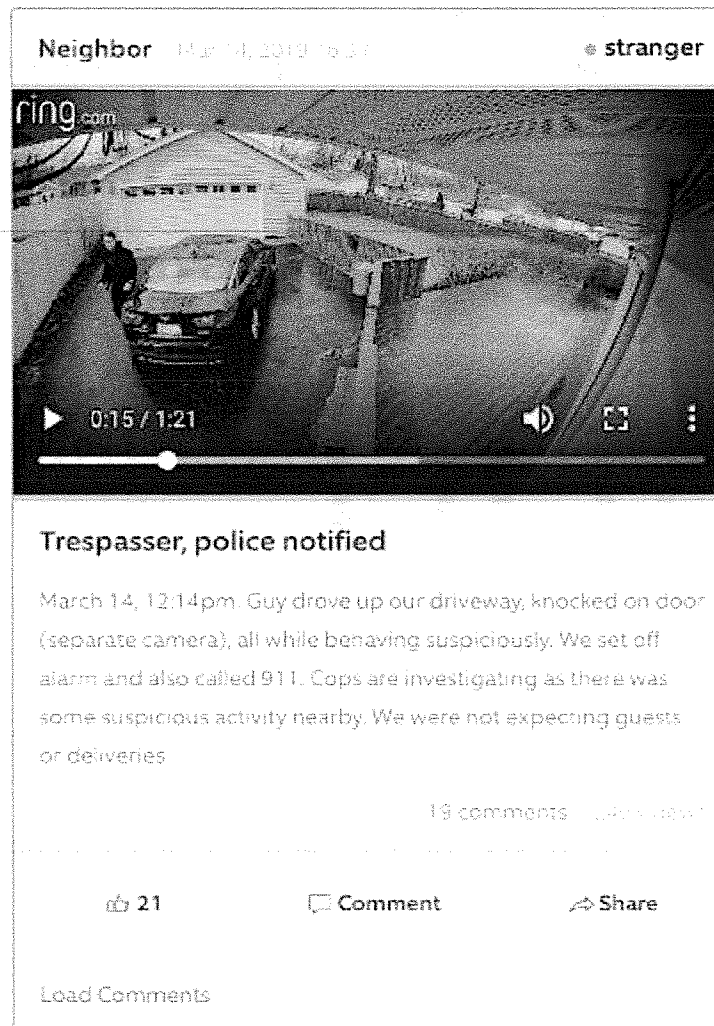
You can [update your preferences](#) or [unsubscribe from this list](#).

Maura Montalvo

From: Ring Neighbors Portal Team <neighbors-portal@ring.com>
Sent: Thursday, April 04, 2019 2:45 PM
To: Chris Banaszynski
Subject: Success on Ring Neighbors Portal



Shortly after receiving over 50 video submissions through the **Neighbors Portal**, an arrest was made on a burglary suspect through the collaborative efforts of the **Rolling Meadows Police Department** and neighboring agencies.



Last month, a resident's Ring device captured a person trespassing on his property. The homeowner immediately shared his video on the **Neighbors App** and contacted the Rolling Meadows Police Department. The Rolling Meadows Police Department saw it as a great opportunity to request additional recordings through the **Video Request** feature on the **Neighbors Portal**. One video recording in particular stood out which led to an arrest.

[Read the Full Story](#)

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1523 26th Street
Santa Monica, CA 90404

Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe from this list](#).

Maura Montalvo

From: Ring Neighbors Portal Team <neighbors-portal@ring.com>
Sent: Thursday, April 04, 2019 2:45 PM
To: William Frese
Subject: Success on Ring Neighbors Portal




Shortly after receiving **over 50 video submissions** through the **Neighbors Portal**, an arrest was made on a burglary suspect through the collaborative efforts of the **Rolling Meadows Police Department** and neighboring agencies.

Neighbor

March 14, 2019 10:57

stranger



Trespasser, police notified

March 14, 12:14pm. Guy drove up our driveway, knocked on door (separate camera), all while behaving suspiciously. We set off alarm and also called 911. Cops are investigating as there was some suspicious activity nearby. We were not expecting guests or deliveries

19 comments · 44 views

21 · Comment · Share

Load Comments

Last month, a resident's Ring device captured a person trespassing on his property. The homeowner immediately shared his video on the **Neighbors App** and contacted the Rolling Meadows Police Department. The Rolling Meadows Police Department saw it as a great opportunity to request additional recordings through the **Video Request** feature on the **Neighbors Portal**. One video recording in particular stood out which led to an arrest.

[Read the Full Story](#)

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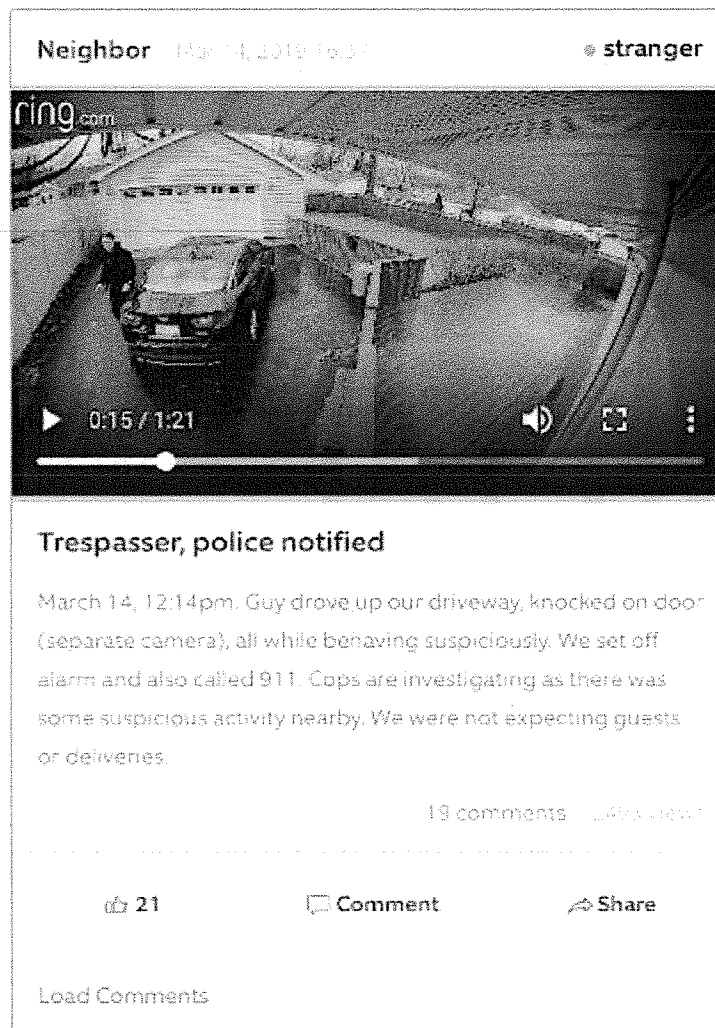
You can [update your preferences](#) or [unsubscribe from this list](#)

Maura Montalvo

From: Ring Neighbors Portal Team <neighbors-portal@ring.com>
Sent: Thursday, April 04, 2019 2:45 PM
To: Greg Vesta
Subject: Success on Ring Neighbors Portal



Shortly after receiving **over 50 video submissions** through the **Neighbors Portal**, an arrest was made on a burglary suspect through the collaborative efforts of the **Rolling Meadows Police Department** and neighboring agencies.



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Santa Monica, CA 90404

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Maura Montalvo

Subject: Your booking with ring.com

Start: Mon 2/4/2019 8:00 AM
End: Mon 2/4/2019 10:00 AM

Recurrence: (none)

Meeting Status: Accepted

Organizer: anthony.modestine@ring.com

Maura Montalvo

From: Ring Team <events@ring.com>
Sent: Wednesday, August 21, 2019 6:59 AM
To: Chris Banaszynski
Subject: You're Invited to Ring's Party at IACP



Shaquille O'Neal and Chief Inventor, Jamie Siminoff, are throwing a party at the House of Blues Chicago and you're invited.



Join us as we celebrate the efforts of our **Neighbors Portal** partners in

keeping neighborhoods safer. Enjoy an open bar, food, live music,
and a special recognition ceremony.

RSVP

Event Details

Sunday, October 27, 2019

House of Blues Chicago 329 N Dearborn Street, Chicago, IL 60654

Doors open at 8:00 PM

Recognition ceremony begins at 9:00 PM

Followed by live music by Howl2Go

This party is invitation only and an RSVP is required for entry.

Please be sure to register your guests as well.

All attendees must bring their conference badge for entry.

Firearms are strictly prohibited by the venue.



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Ring

Our mailing address is:

Ring

1523 26th St

Santa Monica, CA 90404-3507

[Add us to your address book](#)

Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe from this list](#).

From: Ring Neighbors Portal Team <neighbors-portal@ring.com>
Sent: Tuesday, June 25, 2019 6:00 AM
To: Craig Celia
Subject: Boost Leads with Video Requests



Requesting videos from Ring device owners can provide many leads, but you can always use more to close a case. Extend your investigation to non-Ring device owners in the area by **creating a Post** on the Neighbors Portal after submitting a Video Request.

Soliciting information from all neighbors in the area of interest increases your chances of receiving actionable evidence to help solve more cases with one click.

Best Practices

1. When submitting a Video Request, also **create a Post** to extend your reach
2. In your Post, ask neighbors to **share videos** from any kind of security camera or smart device

3. Provide your **contact information** so neighbors can reach out directly

Go to Neighbors Portal



Vehicle Burglary-Window Smash

On 2/4/19 between 08:30 AM to 2:30 PM a victim's vehicle was burglarized while parked in the Business Complex. The vehicle was locked, however, the suspect smashed the side window to gain entry. Once inside of the vehicle, the suspect removed the victim's purse. The TRPD is reminding our residents prior to locking and leaving your vehicle unaccompanied to conceal or remove any valuables such as pocketbooks, computers, cell phones, cash/loose change that may be in plain view. Always remember, if it is out of sight it will be out of mind!



0



Reply

Neighbor 12 2 hours ago

Check out this video I captured on my Ring device <https://ring.com/...>



12



Reply

Officer McGinnis - Tampa Police Department 2 hours ago

Thank you for sharing. If you don't mind could you check your e-mail in reference to releasing this video to the Tampa Police Department? it will greatly assist us in potential prosecution.



24



Reply

Neighbor 12 an hour ago

@Officer McGinnis - Tampa Police Department - I have some more videos from the same incident captured by other cameras. Can I email it to you. Thanks



2



Reply

Officer McGinnis - Tampa Police Department 25 minutes ago

I will gladly accept them.



24



Reply



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Our mailing address is:

1523 26th Street
Santa Monica, CA 90404

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You can [update your preferences](#) or [unsubscribe from this list](#).

From: Ring Neighbors Portal Team <neighbors-portal@ring.com>
Sent: Tuesday, June 25, 2019 6:00 AM
To: Chris Banaszynski
Subject: Boost Leads with Video Requests



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12

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To: William Frese
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Go to Neighbors Portal



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12



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Neighbor 12 an hour ago

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Reply

Officer McGinnis - Tampa Police Department 25 minutes ago

I will gladly accept them.



24



Reply



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Santa Monica, CA 90404

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Sent: Tuesday, June 25, 2019 6:00 AM
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Reply

Neighbor 12 an hour ago

@Officer McGinnis - Tampa Police Department - I have some more videos from the same incident captured by other cameras. Can I email it to you. Thanks



2

Reply

Officer McGinnis - Tampa Police Department 25 minutes ago

I will gladly accept them.



24

Reply



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Our mailing address is:

1523 26th Street
Santa Monica, CA 90404

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Thank you for joining Ring's event
with Jamie and Shaq at IACP
2018!

We will be sending you a free Ring device that you can keep or distribute to your department and/or community. Please click the Get Your Free Device button below to proceed to Ring.com where an automatic discount will apply. Simply check out using this email address and fill in your shipping details.

Get Your Free Device

But wait, there's more...

In our mission to reduce crime, we've developed Video Doorbells, Security Cameras, Alarm Systems, and a free digital neighborhood watch app called Neighbors. We call this the 'Ring Platform', which millions of Americans are currently using today.

Now we're inviting law enforcement to access this platform and utilize a new crime-fighting tool. It's called the Neighbors Portal, and it's completely free for law enforcement. [Reply to this email](#) to schedule a time to

discuss how the Neighbors Portal can help your department and community.

Watch the videos below to see how the Neighbors Portal helped both Winter Park Police Department and Volusia County Sheriff's Office solve crimes.



For assistance with your order, email neighbors.iacp@ring.com



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